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To: Services Coordination Supervisors and School District Part C Contacts

Re: Part C Family Survey

Enclosed are the survey packets that need to be delivered to families of children birth to three who are receiving Early Intervention Services. Please read this instructional letter fully to implement the family survey process. A tracking form is also enclosed for office use. Survey delivery can begin immediately.

Background on the Survey

The federal Office of Special Education Programs (OSEP) requires states to provide information on family outcomes in Early Intervention. This is a survey for Nebraskan families with infants and toddlers ages birth to 3 with verified disabilities. Outcomes will be measured for all families of children with verified disabilities who are receiving Early Intervention Services. The survey developed by the National Center for Special Education Accountability Monitoring (NCSEAM) has been selected to measure the family outcomes. This is the same survey that has been used in previous years.

English and Spanish versions of this survey have been developed. Spanish-language surveys have been provided where requested. For families that speak other languages, Services Coordinators or school district representative/designees should arrange for a language interpreter who has provided assistance for the family in the past.

Response Rate and Non-Biased Response

The key to a successful response rate for this survey is to 1) emphasize its importance to the improvement of early childhood intervention services and 2) to direct families to any kind of assistance that may be needed to complete the survey. It is imperative that you not influence the respondent's answers. You must not bias respondents by hinting at any "desired" response. It is important that you not interpret the meaning of the actual questions for families, even if they ask.

The survey is voluntary. Encourage the family to complete it. If asked if there is a penalty for not filling out the survey, assure the family that there are no penalties (e.g., loss of services) for not completing the survey.

Distributing the Survey

Surveys are to be distributed in person to each family during the month of February if possible.

Materials included in each survey packet: A cover letter to the family describing the survey process and its importance, the survey, a business reply envelope and an EDN sticker to seal the envelope. An ID label is applied to the upper, right-hand corner of each packet with a matching label on each survey. This ID code is used to identify which families have returned the survey.

Sample ID Code: 0126000141180

In the ID Code, the first two numbers represent the PRT, the next six represent the school district and either the CONNECT ID number or the child's SRS number as the remaining digits. The above code is for PRT 1, district 26-0001 and ID 41180. An ID Code ending in 'S' indicates that a Spanish letter and survey were requested.

Tracking Form Directions

The ID Code as shared above is also printed on the tracking form, followed by the child's name, the services coordinator's name if applicable for this child, a space to record that the survey has been given to the family and a space to record that the survey has been returned. For ease of use by larger offices, the packets are sent and the tracking form is sorted by Services Coordinator/Bundle ID and then alphabetically by child's last name. Be sure that when you deliver the packet to the family that the ID Code on the envelope matches the ID Code on the tracking form for that family and record the date that the survey was delivered to the family.

Karen Hoffman will notify offices periodically by e-mail to let you know which surveys have been returned. You will need to mark those surveys as returned on your tracking sheet so that you will know which families have not responded. **Please follow up promptly with the families that have not sent surveys back by checking with them to see if they need any assistance.**

If you need another survey packet because of a lost packet, please contact Karen Hoffman at 402-471-4829 or at karen.hoffman@nebraska.com.

Returning Surveys

If respondents wish, they may fill out the survey while you wait. If possible, give the family privacy and wait in a different room. If a separate room is not available, move away from the area where they are working so that you are unable to view their responses. Offer to work with or read to the child in the household while they fill out the survey. Ask the respondent to place the survey in the return envelope that you are providing and place the EDN sticker as a seal on the envelope. On the tracking form, note each survey returned to you and drop the sealed envelope in the mail.

If the family would rather fill out the survey after you leave, encourage them to fill it out as soon as possible. Instruct them to mail it directly back to NDE in the business reply envelope provided. Again, ask the families to place their completed survey in the return envelope and place the sticker on the seal. Inform them that surveys received after April 22, will not be counted.

Additional Information

If you received a survey for a child who is no longer receiving Part C services, has moved away, can't be found or for any other reason will not be receiving the survey – let Karen Hoffman know by providing the child's name and ID number. The child will be removed from the master listing and they will not be counted as a non-respondent. After making notification, destroy the survey. Each survey is labeled with the child's ID number and can't be used for a different family.

If you have a child that was receiving services coordination but has discontinued this service (is receiving Part C services without the aid of a services coordinator), please deliver the survey to the family if this change in services was recent. If not, give the survey to the school district providing services to deliver to the family. Notify Karen Hoffman that the child no longer receives services coordination.

If a family has more than one child receiving services, have the family complete only one survey for the oldest child in Part C. In the case of twins, have the family select one child for completion of the survey. Notify Karen Hoffman of any child's survey that is not delivered so that they can be removed from the list and they will not be counted as non-respondents. After making notification, destroy the survey. Each survey is labeled with the child's ID number and can't be used for a different family.

For Questions and Assistance During the Survey Period

Connie Shockley from PTI Nebraska has been designated as a contact person for families' questions related to the survey. She can be contacted at (866) 991-6713. Graciela Sharif at 1-855-227-5537 can be contacted to assist Spanish speaking families.

Please contact Karen Hoffman at (402) 471-4829 or karen.hoffman@nebraska.gov for assistance you may need with the survey process and to make notification of any changes in your listing.

Thank you for your assistance in conducting the Family Survey to measure family outcomes in Nebraska!